

## **Dispatch – Service Call Process**

The Remi Dispatch Service Center is a service call process which allows customers the ability to monitor and manage the entire service event. It also ensures the collection and tracking of all service related data. The Dispatch Service Center provides a central hub for all equipment service calls with the goal to collect all required service event information in 1-2 minutes.

The process is forth as follows:

### **Customer Input**

- Initiate a service request by calling the Remi Service Center at our toll free hotline (866) 296-4847, complete an online request via Remi Online at [www.RemiOnline.com](http://www.RemiOnline.com), or via e-mail, sent to [Dispatch@TheRemiGroup.com](mailto:Dispatch@TheRemiGroup.com)
- Provide the following required information
  - Caller Information - including name and phone number
  - Equipment Information - including the serial or item number of the item
  - Service Call Reason, or a description of the problem
  - Preferred Vendor
- If you are a first time caller, the below additional information must also be collected and recorded for future use. In order to further streamline the service call process, this is a 1 time data collection request.
  - Office location or department name
  - Physical address, including suite number, building name, or room number
  - E-mail address
- After the service event is complete, e-mail or fax the completed vendor service report to [RemiDispatch@TheRemiGroup.com](mailto:RemiDispatch@TheRemiGroup.com) or fax to (866) 388-9806. (A partially completed service report is e-mailed to the caller approximately 15 minutes after a service call is placed as confirmation of your service request)

### **Remi Service Call Process**

- Service Center Representative (SCR) receives a request for service by phone, (866) 296-4847, request via Remi Online at [www.RemiOnline.com](http://www.RemiOnline.com), or via e-mail, sent to [Dispatch@TheRemiGroup.com](mailto:Dispatch@TheRemiGroup.com)
- The SCR will take your request, provide you with a reference number, and e-mail a partially filled out service report to the caller as their confirmation of the service request
- The SCR submits a Purchase Order (PO) to the service vendor by e-mail, fax, or phone.
- The PO will contain:
  - PO number and dollar value
  - Manufacturer, model, and serial number of the equipment
  - Description of the service needed and/or explanation of the problem
  - Location of the equipment
  - The party requesting service, including contact name and phone number, for someone at the site available to meet the vendor for service
  - The Remi mailing address for invoices and service reports

## EXHIBIT E

- SCR e-mails the caller a partially completed service report approximately 15 minutes after a service call is placed as confirmation of the service request. This e-mail includes instructions to print the report and place it on or near the broken machine
- The technician performs the repair, completes the partially completed service report, or their equivalent report. This report is left on the machine or given to the responsible party at the site
- The end user/responsible party faxes the completed service report to (866) 388-9806 or emails to [remidispatch@theremigroup.com](mailto:remidispatch@theremigroup.com)
- The service provider invoices REMI directly, where the invoice is matched to the service report and processed. To ensure the service report is received, we also ask the vendor to submit a copy of this form along with their invoice
- All service related information is collected and available for viewing at [www.RemiOnline.com](http://www.RemiOnline.com)

### Hours of Operation

The REMI Service Center is open Monday – Friday, 7:30am – 6:00pm EST; however, service calls can be placed 24 hours a day, 7 days a week. In the event that the REMI Service Center is experiencing a high call volume during normal business hours, the caller may leave a voicemail with the below service related information and receive a confirmation e-mail, follow up call within approximately 15 minutes.

#### Required information

- Caller Information - including name, phone number, division/location
- Equipment Information - including the serial or item number of the item
- Service Call Reason, or a description of the problem
- Preferred Vendor

In the event that a service call is placed outside of the hours of operation, the caller has the option of leaving a voicemail for non emergency service calls or supply orders and the service will be dispatched upon reopening, or dialing “2” for emergency service. A voicemail containing the above required information can be left in the Emergency Service notification voicemail box and an on-call representative will be paged and return your call within 1 hour to assist with your request.

Please note, non emergency service calls can also be placed via Remi Online, at ([www.RemiOnline.com](http://www.RemiOnline.com)), or via e-mail, sent to [Dispatch@TheRemiGroup.com](mailto:Dispatch@TheRemiGroup.com). Please include the above required information with either electronic submittal format.